

FIRST IMPRESSIONS

The Provider Pub: News, Trends and Insights
For You and About You

Delta Dental of Arizona
SPRING 2026

DENTIST SPOTLIGHT

Q&A with Dr. Seraphim Moreira of Litchfield Smiles in Litchfield

Q: What is the best thing about being a Delta Dental dentist?

A: I love being a Dental Dental dentist because it allows me to reach so many patients. Its coverage makes dentistry more affordable, which is crucial because dental care can be expensive for most people.

Q: How would you describe oral health's impact on your patients' overall health and well-being?

A: Oral health plays a huge role in overall health and well-being. A lot of people don't realize how connected the mouth is with the rest of the body. In the past, dentistry was focused on just removing diseased teeth, but now we focus more on preventive care. We've come a long way from pulling teeth, and today we know how important it is to take care of your teeth to avoid diseases overall.

Q: If you were stuck on a desert island, what three items would you bring?

A: Well, I'd definitely bring a big knife. A rope would come in handy too, and a lighter for making fire. Tooth care might be secondary in that situation, but I think I'd manage to brush my teeth with my fingers and some leaves!



If you'd like to be featured in First Impressions or the Delta Dental of Arizona Blog, email marketing@deltadentalaz.com

FROM OUR BLOG

The Surprising Way Insurance Networks Can Grow Your Practice

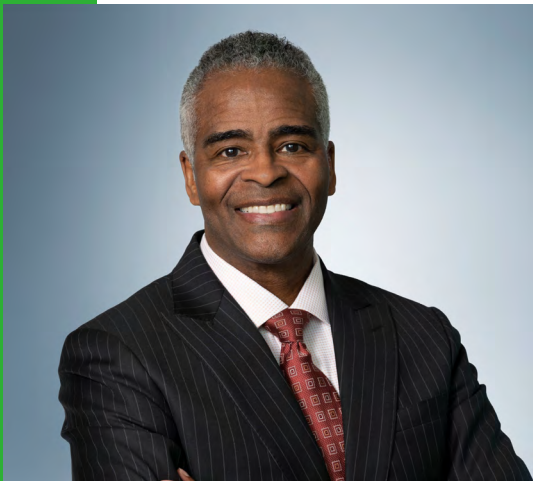
Learn how partnering with networks can increase patient volume, streamline referrals, and help your practice thrive.

[Read More](#)

Continuing Education for Dentists: Why It Matters for Your Patients

Discover how ongoing learning not only sharpens your skills but also improves patient care and outcomes.

[Read More](#)



CEO's CORNER

Strengthening Our Commitment To You

At Delta Dental of Arizona, our commitment to supporting you remains at the heart of everything we do. The care you provide to patients every day strengthens the health of our communities, and we're proud to work alongside you in advancing oral and overall health across Arizona.

In 2025, we continued making measurable improvements in the areas that matter most to your practice:



Record provider satisfaction: **97.2%**



Faster claims processing: **99.9%** of claims paid within 15 days



Expanded provider outreach: We added **two new professional relations representatives** to help us connect with more practices in person

Another priority for us is closing gaps in preventive care. Using data-driven outreach, we're identifying members who may be overdue for routine visits and encouraging them to reconnect with their dentist. The response has been strong—since launching this initiative in 2024, **more than 20% of members who received a reminder have returned for care.** This helps more patients receive timely preventive care while supporting the practices that care for our members.

Thank you for the vital role you play in caring for our members. We appreciate the trust you place in us and remain committed to delivering the service, tools and innovations that support you and the exceptional care you provide every day.

Sincerely,

Michael Jones
President & CEO



ANNUAL MEMBERS MEETING 8/28/2026

Mark your calendar for the Annual Meeting for Delta Dental of Arizona Member Dentists. This year's meeting is at **8:30 a.m. on Friday, August 28 at Venue8600** - 8600 E. Anderson Dr., Scottsdale, AZ 85255. You'll receive a packet with information, so keep an eye on your email and physical mailbox.

Buildups: Are You Using the Right Code?

One of the most commonly misused codes in the CDT set is **D2950** (Core Buildup).

This code is only meant for situations where there isn't enough tooth structure to hold a crown on its own.

If you're just adding material to fill voids, fix undercuts or create a better shape for the crown prep, the correct code is **D2949 (Restorative Foundation for an Indirect Restoration)**.

▶ **D2949:** This is the appropriate code when restorative material is not necessary for the retention of the crown but is used to fill in undercuts, box forms or concavities created by previously placed restorations or for a more ideal prep form.

▶ **D2950:** This is the appropriate code to use when a tooth has insufficient tooth structure to retain an indirect restoration on its own without the addition of restorative material. A core buildup is not a filler to eliminate any undercut, box form or concave irregularity in a preparation.

New CDT Code: D6280

We're excited to highlight a new code: **D6280!** If you haven't seen it yet, this one is worth knowing.

What this code includes:

- ✓ Maintenance for full-arch removable implant-supported dentures
- ✓ Removal and reinsertion of the denture
- ✓ Cleansing of the prosthesis and abutments

This service is not a standard benefit and is only covered when a group elects coverage for implants. This is a per arch code.

Fully Insured vs. Self-Funded Groups: What You Need to Know

Employers generally offer dental benefits in one of two ways: **fully insured** or **self-funded**. As you engage your patients you may notice differences in benefit structures and allowances from one plan to the next. These nuances are based on the benefit elections many groups choose for their employees. You can't tell which a patient has just by looking up benefits, the benefit structure and allowances may simply look different.



Fully Insured Groups

- ✓ We pay the dental claims and take on the financial risk.
- ✓ Employers pay a fixed monthly premium, so they always know their costs.
- ✓ Employers can shop around for better coverage and rates.

Self-Funded Groups

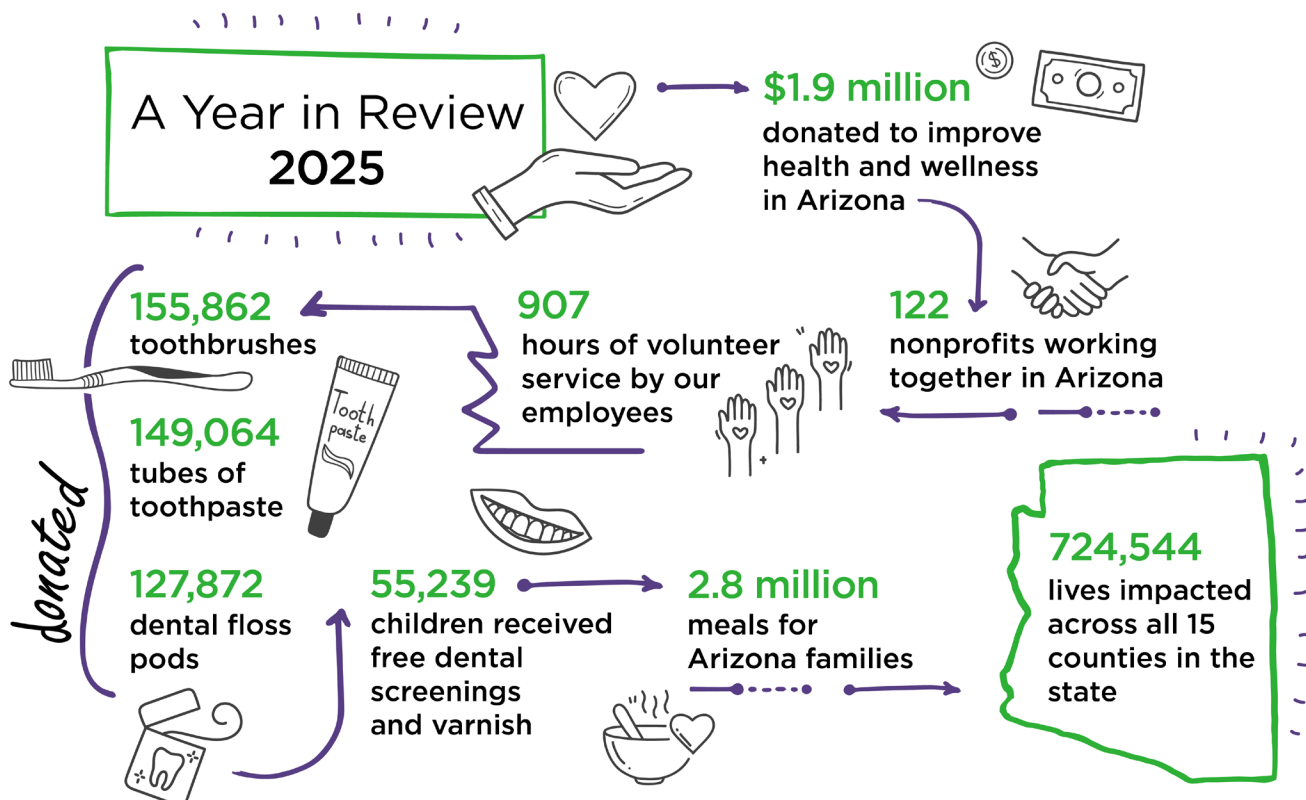
- ✓ Employers can customize which services are covered and how.
- ✓ The employer pays the dental claims directly and takes on the financial risk.
- ✓ We only handle administration: processing claims, customer service and appeals.
- ✓ Costs are transparent because the employer sees the actual claims.
- ✓ Usually bigger companies (1,000+ employees) use self-funded plans.

Percentage of Delta Dental of Arizona claims by benefit groups

Whether a group is fully insured or self-funded mainly affects how the benefit allowance is handled when processing the claim.



Community Impact



DENTIST DIRECT PHONE NUMBERS

Toll-free: 866.746.1834
Local: 602.588.3982



TOP OF THE LIST Groups acquired February 1, 2026 - April 1, 2026 with 75+ employees

Company	Number of Employees	Location	Plan
Sundt Companies	1423	Tempe	PPO plus Premier
Embark Behavioral	752	Chandler	PPO
TERROS, Inc.	737	Phoenix	PPO; PPO plus Premier
Mountain Park Health Center	732	Phoenix	PPO; PPO plus Premier
Pioneer Title Holding Company	695	Phoenix	PPO plus Premier
Van Tuyl Companies, Inc.	678	Scottsdale	PPO plus Premier
Vixxo Corporation	538	Scottsdale	PPO plus Premier
Marana Health Center	306	Marana	PPO plus Premier
Northern Arizona Council of Governments (NACOG)	297	Flagstaff	PPO plus Premier
General Logistics Systems US, Inc	247	Mesa	PPO plus Premier
IDM Companies, LLC	239	Scottsdale	PPO
Foresight Technologies, Inc.	145	Tempe	PPO plus Premier
Native American Community Health Center	138	Phoenix	PPO plus Premier
Critical Path Institute	133	Tucson	PPO plus Premier
Paradise Valley Country Club	127	Paradise Valley	PPO plus Premier
Pyx Health, Inc.	125	Tucson	PPO plus Premier
White Mountain Regional Medical Center	115	Springerville	PPO plus Premier
Crisis Preparation & Recovery Inc	95	Tempe	PPO plus Premier
The American Board of Radiology	92	Tucson	PPO
Glencroft Center for Modern Aging	88	Glendale	PPO
The Lodge at Ventana Canyon	75	Tucson	PPO



Brace yourself! This is a friendly reminder to brush up on your skills with our **FREE, virtual continuing education (CE) courses**. Open to participating dentists, hygienists and dental office staff.

Visit deltadentalaz.com/dentist/ce to get started.